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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS,
WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>26 July 2010</u>.

2a)☒ This action is **FINAL.**   2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-4,6-9,11 and 13-15</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-4,6-9,11 and 13-15</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☒ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on <u>12 August 2004</u> is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

DETAILED ACTION

1. **Claims 1 and 13-15** are amended.

    Claims 5, 10, 12, and 16-18 are canceled.

    Claims 1-4, 6-9, 11, and 13-15 are presented for examination.

2. The claims and only the claims form the metes and bounds of the invention. "Office personnel are to give claims their broadest reasonable interpretation in light of the supporting disclosure. In re Morris, 127 F.3d 1048, 1054-55, 44 USPQ2d 1023, 1027-28 (Fed. Cir. 1997). Limitations appearing in the specification but not recited in the claim are not read into the claim. In re Prater, 415 F.2d 1393, 1404-05, 162 USPQ 541, 550-551 (CCPA 1969)" (MPEP p 2100-8, c 2, l 45-48; p 2100-9, c 1, l 1-4). The Examiner has full latitude to interpret each claim in the broadest reasonable sense. The Examiner will reference prior art using terminology familiar to one of ordinary skill in the art. Such an approach is broad in concept and can be either explicit or implicit in meaning.

Response to Arguments

3. Applicant's arguments have been considered, but they are moot in view of new ground(s) of rejection below.

Specification

4. The specification is objected to as failing to provide proper antecedent basis for the claimed subject matter. See 37 CFR 1.75(d)(1) and MPEP § 608.01(o). Correction of the following is required:

    Amended Claim 1 recites "***the information offering apparatus <u>comprising</u>***: question-and-answer items storage unit means for ..., request-receiving means for ...,

information-obtaining means for ..., pick-up means for ..., transmission means for ...,

the production management server sending …"

Fig. 1 of Applicant's disclosure shows FAQ Server 36 (an information offering

apparatus) and Production Management Server 34 as separate entities; Applicant's

disclosure does not appear to support an information offering apparatus ***that***

comprises a production management server with the following features:

"***sending*** an assembling instruction to a client computer in an assembly plant to

assemble the computer, the assembly instruction indicating the parts selected from the

plurality of parts by the user, the client computer having an inspection program for

inspecting whether the computer is assembled in accordance with the assembling

instruction and the client computer sending information indicating a completion of

inspection to the production management server,

the production management server, upon receiving the information indicating

the completion of the an inspection of the computer, forming and transmitting an e-mail

to the user having a link that is the same as the short-cut link on the desktop screen of

the computer…"

Claim Objections

5.   **Amended claim 1** is objected to because of the following informalities:

Amended claim 1 recites "forming and transmitting an e-mail to ***the user having***

a link that is the same as ***the short-cut link on the desktop screen***…"

However, **paragraph 0053** of Applicant's disclosure discloses "**_an e-mail_**

including information for notifying the shipment and **_a link which is the same as_** the

short-cut link set on the desktop screen of the computer".

Claims 4, 6-9, and 11 depend on amended claim1 and are objected for the

same reason.

6.   **Amended claim 13** is objected to because of the following informalities:

Amended claim 13 recites "receiving a first request and a second request…"

and "first request being generated by execution by the user of a short-cut link on a

desktop screen…" **and** "second request being generated by execution by the user of a

link … that is transmitted to the user via email…" **and** "transmitting the question-and-

answer item that is picked up to the user who has issued the first **AND** second

requests".

However, paragraph **0060** of Applicant disclosure discloses "FAQ processing is

executed **_when the short-cut link 28 set on the desktop screen of the computer 22_**

is clicked by the user 20 **OR** **_when a short-cut link included in the e-mail_**

transmitted to the user … is clicked" and paragraph **0066** of Applicant disclosure

discloses "the processing for starting the FAQ processing corresponds to request-

receiving means which starts working on demand upon **_clicking the short-cut link 28_**

set on the desktop of the computer 22 **OR** **_upon clicking the short-cut link_**

included in an e-mail transmitted from the production management server 34 to the

user 20".

Appropriate corrections are required.

Claim Rejections - 35 USC § 103

7.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

8.   **Claims 1-4, 7-9, and 13-15 rejected under 35 U.S.C. 103(a) as being**

unpatentable over US PGPUB 2002/0099464 by O'Connor et al. ("O'Connor"), in

view of US Patent 6,038,597 by Van Wyngarden, in further view of US PGPUB

2003/0163380 by Vaccarelli et al. ("Vaccarelli"), in further view of US Patent

6240420 by Lee, and in further view of HTML 4.01 Specification (hereinafter

"HTML 4.01").

9.   As to **amended claim 1**, *O'Connor* teaches a production management system

including a production management server and an information offering apparatus for

offering, via a communication network, information to a user of a product comprising a

computer produced by combining parts selected from a plurality of parts, the information

offering apparatus comprising:

the production management server <u>**sending an assembling instruction to a**</u>

<u>**client computer in an assembly plan to assemble the computer**</u> (*O'Connor*: ¶ 0020-

0021, 0033; "once the CP proves to meet the product quality standard of the factory …";

also, "configuration data is downloaded to the CP ... so that the CP can be customized

as it is expected"; traveler is "generated by the manufacturing control server and sent to

the assembly area or the area where the kitting racks are. Operators in that area would

collect the desired chassis as well as all the components necessary for assembly"), **the**

assembly instruction indicating parts selected from the plurality of parts by the

user (*O'Connor*: ¶ 0020-0021, 0033; "configuration data is downloaded to the CP ... so

that the CP can be customized as it is expected"; also, traveler is "generated by the

manufacturing control server and sent to the assembly area or the area where the

kitting racks are. Operators in that area would collect the desired chassis as well as all

the components necessary for assembly"; also, "the installed hardware matches the

configuration defined by the traveler"), **the client computer having an inspection**

program for inspecting whether the computer is assembled in accordance with

the assembling instruction (*O'Connor*: Abstract; ¶ 0020-0021, 0033; "configuration

data is downloaded to the CP ... so that the CP can be customized as it is expected";

also, traveler is "generated by the manufacturing control server and sent to the

assembly area or the area where the kitting racks are. Operators in that area would

collect the desired chassis as well as all the components necessary for assembly"; also,

"the installed hardware matches the configuration defined by the traveler"; also, "in

every single process step, the computer can communicate with the wireless information

network to provide information to track, monitor, or confirm the work in progress until the

shipping truck leaves the factory"; further, "product characteristic information … or some

initial diagnostic tests can be obtained immediately") **and the client computer sending
information indicating a completion of inspection to the production management
server** (*O'Connor*: Abstract; ¶ 0020-0021, 0033; "goes through various testing
processes while being tracked and monitored by a manufacturing control server"; "once
the CP proves to meet the product quality standard of the factory …", also,
"configuration data is downloaded to the CP … so that the CP can be customized as it is
expected"; also, "a message can be sent to the operator through his assembly computer
station to inform him that the installed hardware matches the configuration defined by
the traveler"; also, "in every single process step, the computer can communicate with
the wireless information network to provide information to track, monitor, or confirm the
work in progress until the shipping truck leaves the factory").

    O'Connor discloses the product being assembled according to customer
customization (*O'Connor*: ¶ 0020-0021; known as build to order) and **the production
management server,** receiving **the** information indicating **the** completion of **the**
inspection of the computer (*O'Connor*: at least Abstract; ¶ 0020-0021, 0033; tracking,
monitoring, confirming the entire product assembly process within a factory).

    Although it is extremely well-known for an online merchant to send its customers
notifications and additional information when merchandise is ready (*O'Connor* discloses
capability of monitoring a merchandise's readiness; see at least Abstract; ¶ 0020-0021,
0033), *O'Connor* does not explicitly disclose forming and transmitting an e-mail to the
user upon learning that a computer (merchandise) is ready.

However, *Van Wyngarden* discloses forming and transmitting an e-mail to the user when merchandise is ready (*Van Wyngarden*: Fig. 2; Col. 3 Lines 45-65, Col. 5 Lines 60-67; "shipment e-mail notification automatically … when an order is shipped") in order to better serve customers.

Both *O'Connor* and *Van Wyngarden* are related to selling merchandise to customers.

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor* and *Van Wyngarden* before them at the time the present invention was made to incorporate *Van Wyngarden*'s feature of sending "shipment e-mail notification automatically … when an order is shipped" (*Van Wyngarden*: Fig. 2; Col. 3 Lines 45-65, Col. 5 Lines 60-67) with *O'Connor*'s system. The suggestions/motivations for doing so would have been to better serve customers.

O'Connor and *Van Wyngarden* do not explicitly disclose, but *Vaccarelli* discloses forming and transmitting an e-mail to the user (*customer*) having a link that is the same as short-cut link on the desktop screen of a computer, execution by the user of the link in the **in the e-mail** generating a request for offering information of the product (the computer) from the user that is received by a request-receiving means of the information offering apparatus via the communication network (*Vaccarelli*: ¶0002, 0024; email includes link to online help; once the email is displayed, the link is on the desktop) in order to provide post-sale customer support (*Vaccarelli*: ¶0002, 0024).

O'Connor, *Van Wyngarden*, and *Vaccarelli* are related to selling merchandise to customers. *Van Wyngarden* and *Vaccarelli* are related to serving customers after a sale is made. It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, and *Vaccarelli* before them at the time the present invention was made to incorporate *Vaccarelli*'s feature of forming and transmitting an e-mail to the user (*customer*) having a that is the same as short-cut link on the desktop screen of a computer, execution by the user of the link in the **in the e-mail** generating a request for offering information of the product (the computer) from the user that is received by a request-receiving means of the information offering apparatus via the communication network (*Vaccarelli*: ¶0002, 0024; email includes link to online help; once the email is displayed, the link is on the desktop) with the system taught by *O'Connor* and *Van Wyngarden*. The suggestions/motivations for doing so would have been to provide post-sale customer support (*Vaccarelli*: ¶0002, 0024).

O'Connor, *Van Wyngarden*, and *Vaccarelli* do not, but *Lee* discloses information offering apparatus comprising:

question-and-answer items storage unit means for storing question-and-answer items including questions for each of the plurality of parts and answers for the questions (*Lee*: Figs. 1-7, Col. 3 Lines 3-22, Col. 4 Lines 8-67; storage of plurality of FAQs);

request-receiving means for receiving a request for offering information of the product from the user via the communication network (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62; user using support system to search for desired/wanted item as indicated in Fig. 7; *Note*: request being generated by execution

by user of a short-cut link on a desktop screen of said computer is taught by *Vaccarelli*
above – once the email is displayed, the link is on the desktop);

information-obtaining means for obtaining part-related information related to a
part constituting the product in response to receiving the request (*Lee*: Figs. 1-7 & 8A-
8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62; user interacting with support
system by selecting from menu windows);

pick-up means for picking up, from the question-and-answer items storage
means, at least one question-and-answer item related to the part constituting the
product based on the part-related information that is obtained (*Lee*: Figs. 1-7 & 8A-8B,
Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using
support system to search for desired/wanted item as indicated in Fig. 7; also,
display/output of data and providing wanted information via LAN, PSTN; also, storage of
plurality of FAQs; further, search based on devices constituting product); and

transmission means for transmitting the question-and-answer item that is picked
up to the user who has issued the request (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22,
Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to
search for desired/wanted item as indicated in Fig. 7; also, display/output of data and
providing wanted information via LAN, PSTN; further, storage of plurality of FAQs) in
order to provide customer support (*Lee*: Abstract; Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22,
Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6).

O'Connor, *Van Wyngarden*, *Vaccarelli*, and *Lee* are related to selling
merchandise to customers. *Van Wyngarden*, *Vaccarelli*, and *Lee* are related to serving

customers after a sale is made. *Vaccarelli* and *Lee* are related to information offering

apparatus used to resolving problems. It would have been obvious to one having

ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, and

Lee before them at the time the present invention was made to incorporate *Lee*'s

features customer support features (see above) with the system taught by *O'Connor*,

Van Wyngarden, and *Vaccarelli*. The suggestions/motivations for doing so would have

been to provide customer support (*Lee*: Abstract; Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22,

Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6).

    O'Connor, *Van Wyngarden*, *Vaccarelli*, and *Lee* also disclose request for offering

information that involves searching databases, in Internet environment, for information

related to products based on parameters selected from list GUI controls (*Lee*: Figs. 1-7

& 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6); **and**

customer service system (*Lee*: Col. 1 Lines 35-65; Col. 2 Lines 40-50; customer service

used when defects occur in a purchased product; also, purchased computer); **and**

plurality of part codes corresponding to the parts selected from the plurality of parts

(*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6

Lines 1-6).

    O'Connor, *Van Wyngarden*, *Vaccarelli*, and *Lee* do not explicitly disclose, but

HTML 4.01 discloses

    the short-cut link or link incorporating a plurality of codes as parameters of a

URL, (*HTML 4.01*: Forms; Appendix B 2.2 - Ampersands in URI attribute values; get

and post submit methods; also, submit button control that submits form data set to
server-side form processing agents when activated; also, "action" location of a form
processing agent to send data set to; also, form data set is a sequence of control-
name/current-value pairs, *such as values selected from Lee's menus in Fig. 7*,
constructed from successful controls, such as *Lee*'s menus controls in Fig. 7; also,
successful controls are those controls for which name/value pairs are submitted; also,
form data set appended to URI as part of form submit; also, menu controls such as
Lee's menus in Fig. 7; further, "URI that is constructed when a form is submitted may be
used as an anchor-style link - e.g., the href attribute for the A element"; ***Note***: *Lee*'s
menu windows can be created using SELECT element disclosed by *HTML 4.01*) in
order to perform information searching over HTTP, using HTML, in client-server
environment such as the Internet environment disclosed by *Lee*.

      It would have been obvious to one having ordinary skill in the art and the
teachings of *O'Connor, Van Wyngarden, Vaccarelli, Lee,* and *HTML 4.01* before them at
the time the present invention was made to incorporate *HTML 4.01*'s feature of the
short-cut link or link incorporating a plurality of codes as parameters of a URL,
(*HTML 4.01*: Forms; Appendix B 2.2 - Ampersands in URI attribute values; get and post
submit methods; also, submit button control that submits form data set to server-side
form processing agents when activated; also, "action" location of a form processing
agent to send data set to; also, form data set is a sequence of control-name/current-
value pairs, *such as values selected from Lee's menus in Fig. 7,* constructed from
successful controls, such as *Lee*'s menus controls in Fig. 7; also, successful controls

are those controls for which name/value pairs are submitted; also, form data set

appended to URI as part of form submit; also, menu controls such as *Lee*'s menus in

Fig. 7; further, "URI that is constructed when a form is submitted may be used as an

anchor-style link - e.g., the href attribute for the A element"; **Note**: *Lee*'s menu windows

can be created using SELECT element disclosed by *HTML 4.01*) with the system taught

by *O'Connor*, *Van Wyngarden*, *Vaccarelli*, and *Lee* that **makes use of plurality of part**

codes corresponding to the parts selected from the plurality of parts (*Lee*: Figs. 1-

7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6).

The suggestion/motivation for doing so would have been to perform information

searching over HTTP, using HTML, in client-server environment such as the Internet

environment disclosed by *Lee*.

Note: *Vaccarelli*'s html link in email that links to online help is formed according

to a HTML standard such as the one disclosed by the *HTML 4.01* reference.

Amended **claim 13**, a method claim, includes similar subject matter and is

rejected for the same reason.

10.   As to **claim 2**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*,

and *HTML 4.01* teaches the production management system according to claim 1. *Lee*

further discloses wherein said information-obtaining means comprises one for obtaining

the part-related information from information received upon receipt of the request for

offering information of the product from said request-receiving means (*Lee*: Figs. 1-7 &

8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user

using support system to search for desired/wanted item as indicated in Fig. 7; also,

display/output of data and providing wanted information via LAN, PSTN; also, storage of

plurality of FAQs; further, devices constituting product).

Claim 14, a method claim, includes similar subject matter and is rejected for the

same reason.

11.   As to **claim 3**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee,*

and *HTML 4.01* teaches the production management system according to claim 2. *Lee*

further discloses wherein said product comprises one that is so constituted as to

request the offer for information of the product for the information offering apparatus via

the communication network, and transmits the part-related information in response to

the **request** at the time of request (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4

Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for

desired/wanted item as indicated in Fig. 7; also, display/output of data and providing

wanted information via LAN, PSTN, modem; also, storage of plurality of FAQs; further,

search based on devices constituting product).

12.   As to **claim 4**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee,*

and *HTML 4.01* teaches the production management system according to claim 2. *Lee*

further discloses wherein the **request includes** request information for offering

information from said information offering apparatus via the communication network and

the part-related information (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-

67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for

desired/wanted item as indicated in Fig. 7; also, display/output of data and providing

wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search

based on devices constituting product).

13.   As to **claim 7**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*,

and *HTML 4.01* teaches the production management system according to claim 1. *Lee*

further discloses: related information storage means for storing product identification

information relating to part-related information of the product (*Lee*: Figs. 1-7 & 8A-8B,

Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using

support system to search for desired/wanted item as indicated in Fig. 7; also,

display/output of data and providing wanted information via LAN, PSTN; also, storage of

plurality of FAQs; further, search based on devices constituting product and model);

         wherein said request-receiving means comprises one for receiving product

identification information in response to the receipt of the **request** (*Lee*: Figs. 1-7 & 8A-

8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using

support system to search for desired/wanted item as indicated in Fig. 7; also,

display/output of data and providing wanted information via LAN, PSTN; also, storage of

plurality of FAQs; further, search based on devices constituting product and model); and

         said information-obtaining means comprises one for obtaining corresponding

part-related information from said related information storage means based on

identification information that is received (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col.

4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search

for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing

wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search

based on devices constituting product and model; further, corresponding devices).

   Claim 15, a method claim, includes similar subject matter and is rejected for the

same reason.

14.   As to **claim 8**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee,*

and *HTML 4.01* teaches the production management system according to claim 7. *Lee*

further discloses wherein said product comprises one that is so constituted as to

request the offer for information of the product for the information offering apparatus via

the communication network (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-

67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for

desired/wanted item as indicated in Fig. 7; also, display/output of data and providing

wanted information via LAN, PSTN, modem; also, storage of plurality of FAQs; further,

search based on devices constituting product), and transmits product identification

information in response to the request at the time of request (*Lee*: Figs. 1-7 & 8A-8B,

Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using

support system to search for desired/wanted item as indicated in Fig. 7; also,

display/output of data and providing wanted information via LAN, PSTN; also, storage of

plurality of FAQs; also, search based on devices constituting product and model;

further, corresponding devices).

15.   As to **claim 9**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee,*

and *HTML 4.01* teaches the production management system according to claim 7. *Lee*

further discloses wherein the request includes request information for offering

information from said information offering apparatus via the communication network and

product identification information (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4

Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for

desired/wanted item as indicated in Fig. 7; also, display/output of data and providing

wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search

based on devices constituting product and model; further, corresponding devices).

16.   **Claims 6 is rejected under 35 U.S.C. 103(a) as being unpatentable over US**

PGPUB 2002/0099464 by O'Connor et al. ("O'Connor"), in view of US Patent

6,038,597 by Van Wyngarden, in further view of US PGPUB 2003/0163380 by

Vaccarelli et al. ("Vaccarelli"), in further view of US Patent 6240420 by Lee, and in

further view of HTML 4.01 Specification (hereinafter "HTML 4.01"), and in further

view of US Patent 6826715 by Meyer et al. (hereinafter "Meyer").

        As to **claim 6**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*,

and *HTML 4.01* teaches the production management system according to claim 3.

        O'Connor, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *HTML 4.01* do not explicitly

disclose, but *Meyer* discloses automatic capturing hardware, OS information and

transmitting it for automatic diagnostic/support purposes (*Meyer*: Col. 1 Lines 40-67,

Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24).

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, *HTML 4.01*, and *Meyer* before them at the time the present invention was made to incorporate *Meyer*'s features of automatic capturing hardware, OS information and transmitting it (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24) with the system taught by *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *HTML 4.01* (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24). The suggestion/motivation for doing so would have been to provide automatic diagnostic/support (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24).

17.   **Claims 11 is rejected under 35 U.S.C. 103(a) as being unpatentable over PGPUB 2002/0099464 by O'Connor et al. ("O'Connor"), in view of US Patent 6,038,597 by Van Wyngarden, in further view of US PGPUB 2003/0163380 by Vaccarelli et al. ("Vaccarelli"), in further view of US Patent 6240420 by Lee, and in further view of HTML 4.01 Specification (hereinafter "HTML 4.01"), and in further view of US Patent 6170056 by Sidie.**

18.   As to **claim 11**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *HTML 4.01* teaches the production management system according to claim 8. Though it is well known that BIOS stores computer identification information, *Lee* and *HTML 4.01* do not explicitly disclose wherein the identification information is stored in the product at a time of producing said product.

However, *Sidie* discloses scanning of BIOS to retrieve model information of

computer in order to perform inventorying of computers in a fast, non-intrusive manner

without physical manipulation of computer and also to prepare for software upgrades

and impending Y2K issues (*Sidie*: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines

1-28).

It would have been obvious to one having ordinary skill in the art and the

teachings of *O'Connor, Van Wyngarden, Vaccarelli, Lee,* and *HTML 4.01* before them at

the time the present invention was made to incorporate *Sidie*'s feature of scanning of

BIOS to retrieve model information of computer with the system taught by *O'Connor,*

Van Wyngarden, Vaccarelli, Lee, and *HTML 4.01* (*Sidie*: Col. 1 Lines 53-66, Col. 2

Lines 17-67, Col. 3 Lines 1-28). The suggestion/motivation for doing so would have

been to perform inventorying of computers in a fast, non-intrusive manner without

physical manipulation of computer and also to prepare for software upgrades and

impending Y2K issues (*Sidie*: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines 1-28).

Conclusion

19.   THIS ACTION IS MADE FINAL. See MPEP § 706.07(a). Applicant is reminded

of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not

mailed until after the end of the THREE-MONTH shortened statutory period, then the

shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later

than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the

Examiner should be directed to Huen Wong whose telephone number is (571) 270-

3426. The examiner can normally be reached on Monday - Friday (8:30 EST - 5:00

EST).

If attempts to reach the examiner by telephone are unsuccessful, the Examiner's

supervisor, Tony Mahmoudi can be reached on (571) 272-4078. The fax phone number

for the organization where this application or proceeding is assigned is (571) 273-8300

for regular communications and after final communications. Information regarding the

status of an application may be obtained from the Patent Application Information

Retrieval (PAIR) system. Status information for published applications may be obtained

from either Private PAIR or Public PAIR. Status information for unpublished

applications is available through Private PAIR only. For more information about the

PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to

the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-

9197 (toll-free). If you would like assistance from a USPTO Customer Service

Representative or access to the automated information system, call 800-786-9199 (IN

USA OR CANADA) or 571-272-1000.

/H. W./   /Vincent Boccio/

Examiner, Art Unit 2169   Primary Examiner, Art Unit 2158

05 October 2010